

wido

Cancellation and Returns Policy

A. CANCELLATION IF YOU CHANGE YOUR MIND WITHIN 14 DAYS

1. You may cancel your order without reason at any time up to 14 days after the day you (or someone you nominate) receives the goods.
2. If goods are split into several deliveries over different days e.g. a garden furniture set and the table arrives one day and the chairs another, you would have up to 14 days after the day you (or someone you nominate) receives the last part of the delivery to change your mind and cancel your order.
3. To cancel your order:
 - 3.1.1. email customer services at cancel@widosupport.com Please provide your name, home address, order number, your phone number and email address; or
 - 3.1.2. complete the form available on our web site [\[insert link to form\]](#) and either:
 - (i) email it cancel@widosupport.com; or
 - (ii) post it to Wido Limited, Customer Services, Kingfisher House, 9 Glaisdale Parkway, Bilborough, Nottingham, England, NG8 4GP.
4. Your order will be cancelled when we receive the cancellation form.
5. Effect of cancellation
 - 5.1. If we haven't sent the goods to you before your order is cancelled:
 - 5.1.1. your order will be cancelled without charge and all money paid will be refunded to you. The refund will be made by the same method by which the payment was made.
 - 5.1.2. if you have been charged for delivery, the maximum refund for delivery costs will be the costs of delivery by the least expensive delivery method we offer. For example, if we offer delivery of a goods within 3-5 days at one cost but you choose to have the goods delivered within 24 hours at a higher cost, then we will only refund what you would have paid for the cheaper delivery option.
 - 5.2. If the goods have already been sent to you at the time of cancellation:
 - 5.2.1. you must be return them to us before a refund will be made;
 - 5.2.2. you can return them by:
 - (i) delivering them to us yourself or posting them to us at Wido Limited, Customer Services, Kingfisher House, 9 Glaisdale Parkway, Bilborough, Nottingham. NG8 4GP; or

(ii) if the goods are not suitable for posting we will collect them from you. Please email us at cancel@widosupport.com for a return label or to arrange collection.

5.2.3. the refund will be made when the goods have been returned to us and by the same method as which payment was made;

5.2.4. the costs of returning the goods to us are paid by you;

5.2.5. we will deduct any costs we incur collecting the goods from your refund.

B. GOODS NOT OF SATISFACTORY QUALITY, NOT FIT FOR A SPECIFIC PURPOSE YOU HAVE TOLD US ABOUT OR THAT HAVE BEEN MISDESCRIBED

1. Rejecting the goods

1.1. You may reject the goods within 30 days of the goods being delivered:

1.1.1. please contact us by email at cancel@widosupport.com quoting your order number telling us you wish to reject the goods;

1.1.2. we will provide you with a full refund including delivery charges;

1.1.3. the refund will be made by the same method as which payment was made;

1.1.4. unless you return the goods to us, we will be responsible for the cost of returning the goods.

1.2. More than 30 days after delivery of the goods you may require us to repair or replace the goods, in which case:

1.2.1. you must allow us a reasonable amount of time to repair or replace the goods;

1.2.2. we do not have to repair or replace the goods where the costs of doing so would be disproportionate to, amongst other things, the cost of the goods;

1.2.3. if after one repair or replacement the goods are still not of satisfactory quality, fit for a particular purpose you have told us about or do not match a description you may reject the goods:

(i) please contact us by email at cancel@widosupport.com quoting your order number telling us you wish to reject the goods;

(ii) we will provide you with a full refund including delivery costs;

(iii) the refund will be made by the same method as which payment was made;

(iv) unless you return the goods to us, we will be responsible for the cost of returning the goods;

2. Instead of rejecting the goods or asking us to repair or replace them, you can retain the goods and require us to reduce the price of the goods by an agreed amount. If in these circumstances, please email us at contact@widosupport.com quoting your order number.

This is a summary of your rights to return goods and cancel your order. You should refer to our terms and conditions for full details of your rights.